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ATTORNEY DOCKET NO. IEX 2046000

PATENT APPLICATION SERIAL NO. 09/504,330

### IN THE CLAIMS:

Please note that all pending, non-withdrawn claims are included herein for the convenience and efficiency of examination, and that only those claims so indicated as amended are being amended herein:

1. A (Currently Amended) A method of allocating and scheduling requirements for agents in a skills-based contact center environment organized into a hierarchy of one or more business units at a first level, one or more contact types at a second level, and one or more management units at a third level, comprising:

creating a set of contact allocations that define how contacts are distributed from a given business unit to multiple eall contact types, wherein creating a set allocates forecasted contacts using agent availability data per contact type and each time interval to be allocated, and wherein agent availability data is predicted by schedule simulation;

creating a set of requirement allocations that define how agent requirements are distributed from a enll contact type to one or more management units, wherein creating a set allocates forecasted agent requirements using agent availability data per contact type and each time interval to be allocated, wherein the agent availability data is predicted by schedule simulation; and

allocating forecasted contacts and forecasted agent requirements based on the created contact and requirement allocations.

- 2. (Previously Presented) The method as described in Claim 1 wherein the created contact allocations are at least minimum contact allocations, wherein the minimum contact allocations are defined by a user.
- 3. (Previously Presented) The method as described in Claim 2 wherein the created requirement allocations are minimum agent requirement allocations.
  - 4. (Previously Presented) The method as described in Claim 1 wherein the

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created contact allocations are at most maximum contact allocations, wherein the maximum contact allocations are defined by a user.

- 5. (Previously Presented) The method as described in Claim 4 wherein the created requirement allocations are maximum agent requirement allocations.
- 6. (Previously Presented) The method as described in Claim 1 wherein the created contact allocations are from the minimum to the maximum contact allocations, wherein the minimum and maximum contact allocations are defined by a user.
- 7. (Previously Presented) The method as described in Claim 6 wherein the created requirement allocations are minimum and maximum agent requirement allocations.
  - 8. (Cancelled)
  - 9. (Cancelled)
  - 10. (Cancelled)
  - 11. (Cancelled)
- 12. (Original) The method as described in Claim 1 further including the step of generating agent schedules for the management units.
- 13. (Original) The method as described in Claim 1 wherein a management unit is a collection of agents located at a given contact center location.
- 14. (Original) The method as described in Claim 13 wherein at least some agents in a management unit are multi-skilled.



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- 15. (Original) The method as described in Claim 1 wherein the contact center environment is a telephone call center.
- 16. (Original) The method as described in Claim 1 wherein the contact center environment is a contact center that handles a contact selected from the group consisting of: telephone calls, voice mails, emails, faxes, mail, web callback requests, web chats, web voice calls, web video calls and outbound calls.
- 17. (Currently Amended) A method of allocating and scheduling in a skillsbased call center environment, comprising:

organizing the call center environment into a hierarchy of one or more business units at a first level, one or more call contact types at a second level, and a set of one or more management units at a third level;

having a user create a set of given call allocations that define how calls are distributed from a given business unit to multiple call types;

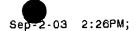
having the user create a set of given requirement allocations that define how agent requirements are distributed from a call type to one or more management units;

predicting agent availability by call type using a schedule simulator to generate agent availability data; and

allocating forecasted calls (and forecasted agent requirements based on the given call and requirement allocations (and) the agent availability data.

#### 18. (Cancelled)

- 19. (Original) The method as described in Claim 17 wherein the given call allocations and the given requirement allocations are minimum values.
- 20. (Original) The method as described in Claim 17 wherein the given call allocations and the given requirement allocations are maximum values.
  - 21. (Original) The method as described in Claim 17 wherein the given call



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allocations and the given requirement allocations are minimum and maximum values.

22. (Currently Amended) An allocation method operative in a skills-based call center environment, comprising:

organizing the call center environment into a hierarchy of one or more business units at a first level, one or more call types at a second level, and a set of one or more management units at a third level;

allocating a percentage of incoming calls from a given business unit to one or more call types; and

allocating agent requirements for a given call type to one or more management units by predicting agent availability data using a schedule simulation.

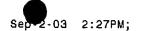
- 23. (Original) The method as described in Claim 22 wherein a given management unit is a collection of agents at least some of which are multi-skilled.
- 24. (Original) The method as described in Claim 22 wherein a given call type is associated with a given automatic call distributor (ACD).
  - 25. (Cancelled)
- 26. (Currently Amended) An allocation method operative in a skills-based contact center environment, comprising:

organizing the contact center environment into a hierarchy of zero or more business units at a first level, one or more contact types at a second level, and a set of one or more management units at a third level;

allocating a percentage of contacts from a given business unit to one or more eall contact types; and

allocating agent requirements for the one or more contact types to one or more management units by predicting agent availability data using a schedule simulation.

27. (Original) The method as described in Claim 26 wherein a given



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management unit is a collection of agents at least some of which are multi-skilled.

- 28. (Original) The method as described in Claim 26 wherein a given contact type is associated with a given automatic work distributor.
  - 29. (Cancelled)
- 30. (Currently Amended) An allocation method operative in a work environment organized into a hierarchy of one or more task types at a first level, and a set of one or more management units at a second level, comprising:

creating a set of given requirement allocations that define how agent requirements are distributed from a task type to one or more management units;

predicting agent availability by task type by schedule simulation to generate agent availability data; and



allocating forecasted agent requirements based on the given requirement allocations and the agent availability data.

- 31. (Original) The method as described in Claim 30 wherein a given management unit is a collection of agents at least some of which are multi-skilled.
  - 32. (Cancelled)